Transport Accessibility Strategic Framework

Our plan to make transport more accessible in Victoria

Easy Read version

Easy Read®

VICTORIA State Government | Department of Transport and Planning

How to use this document

The Victorian Department of Transport and Planning wrote this document.

When you read the word 'we', it means the Victorian Department of Transport and Planning.

We wrote this document in an easy to read way.

We use pictures to explain some ideas.

Bold

Not bold

We wrote some important words in **bold**.
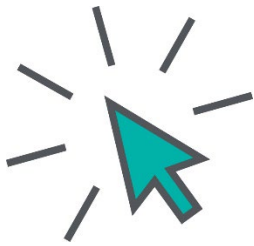
This means the letters are thicker and darker.

We explain what these words mean.

There is a list of these words on page **23**.

This is an Easy Read summary
of another document.

This means it only includes the most
important ideas.

You can find the other document
on our website.

www.vic.gov.au/transport-accessibility-strategy

You can ask for help to read this document.

A friend, family member or support person
might be able to help you.

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What's in this document?

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About our framework

A **framework** is a plan for how we want things to work.

Our Transport Accessibility Strategic Framework explains how we want to make transport more **accessible** in Victoria.
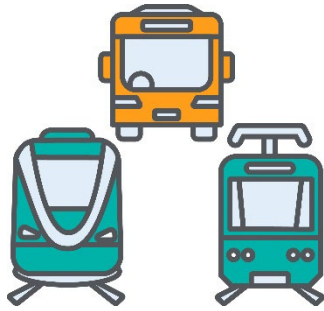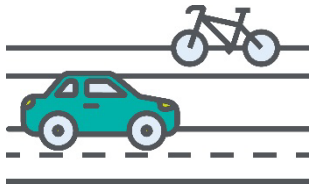
We also call it our framework.

When transport is accessible, it is easy to:

- find and use

- get to where you want to go.

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Transport includes:

- buses, trams and trains

- roads and bike paths

- taxis and **rideshare services**.

A rideshare service is where drivers use their own cars to drive people where they want to go.

You usually book a rideshare service through an app.

For example, Uber or DiDi.

How we made our framework

We worked with the community to make our framework.

Different people shared their ideas with us about how we can make transport more accessible.

This included:

- people with disability

- people from different backgrounds

- staff at local councils

- train and tram drivers.

We heard from the community in different ways.

This included:

- interviews

- **workshops** – where people talk to each other about a topic

- **focus groups** – a group of people who meet to talk about their ideas and opinions.

Our principles

Our framework has 5 **principles**.

Principles are important ideas we want
to always think about.

We will use these principles when we decide
on ways to achieve the goals in our framework.

1. We will think about people who use
    transport and what they need.

2. We will think about how we can make
    transport more accessible at every stage.

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3. We will focus on every part of the transport journey.

This includes:

- planning your journey

- starting your journey

- finishing your journey.

4. We will work through challenges to achieve our goals.

5. We will support new ways of thinking and doing things.

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How we want to make transport more accessible

We plan to focus on 4 areas to make transport more accessible.

We explain these areas on the following pages.

1. Transport assets

Transport assets include:

- buses and bus stops

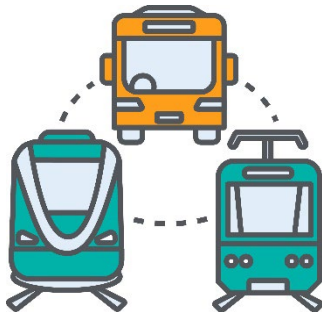- trains and train stations

- trams and tram stops.

We want to make sure accessibility is part of any project to:

- create new transport assets

- upgrade transport assets

- fix transport assets.

We want to make sure we start work on the projects that will help the most people.

We want to design our transport assets to work better together.

For example, if we design a train that works better with a train station, people might not need extra supports to use the transport.

Such as a ramp to get from the tram onto the tram platform.

We want to improve our rules and guidelines for making transport asset projects more accessible.

2. Journeys

We want to make transport more accessible by thinking about every stage of your journey.
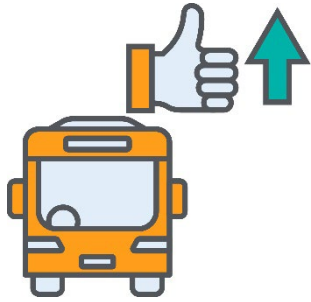
We want to find out how different types of transport can work better together.

For example, how trains and buses can work with:

- taxis

- rideshare services

- community cars.

We want to improve how we provide transport services in the community.

This includes communities that live in places far away from cities or towns.
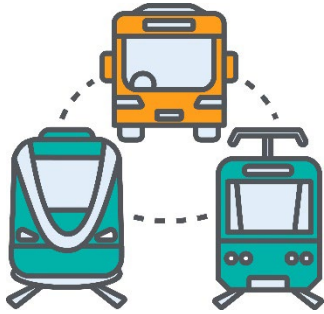
We want to find out how we can provide more services that are accessible for wheelchairs.
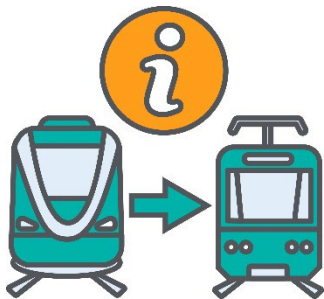
We also want to make these services more:

- safe

- comfortable.

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We want to make transport services work better together.

For example, making sure trams are easy to get on and off at tram stops.
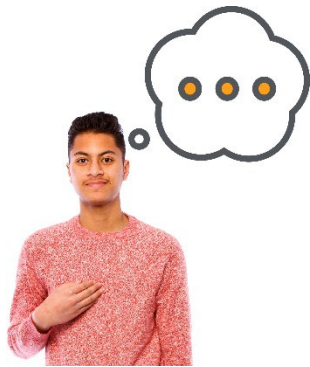
We want to share more information about the services people can use at a **transport interchange**.

A transport interchange is where you change from one type of transport to another.

We want to provide training to teach people how to use our transport services.

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3. Attitudes

Your **attitude** is what you think, feel and believe.

We want to make transport more accessible by working to improve people's attitudes about disability.

We want to train our staff to learn about disability.

This includes the best ways to support people with using our transport services.

We want to keep checking on this training to make sure it is working well.

We want to work closely with people with disability when we make decisions about transport.
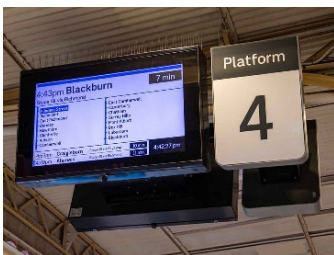
We want to hire more staff who:

- have disability

- come from different backgrounds.

We want to support the community

to be more **inclusive** of different people

when they use transport.

For example, providing information about

disability on transport.
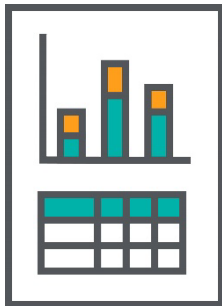

When something is inclusive, everyone:

- can take part

- feels like they belong.

4. Information and new ways of doing things

We want to improve how we collect **data** so that it's useful for people who:

- use transport

- make decisions about transport.

When we talk about data, we mean:

- facts

- information

- records.

We want to make information that people need to plan their transport journeys more accessible.

We want to share information in more accessible ways.

For example, online or in Easy Read.

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How we will check our framework works well

We will use data to understand how well our framework is going.

We will look at the data for how accessible transport is.

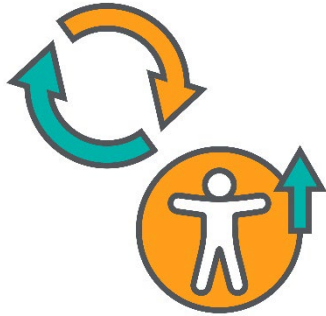We will talk to the disability community to find out:

- what is working well
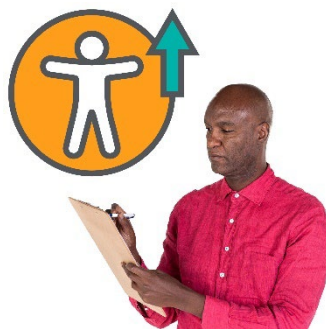
- what we need to do better

- how we can improve.

We will look at how many changes we have made to make transport more accessible.

We will check how attitudes to accessibility have changed with our staff.

An **advocate** will check our work to make transport more accessible.

An advocate is someone who can:

- support you

- help you have your say

- give you information and advice.

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The advocate will share advice about:
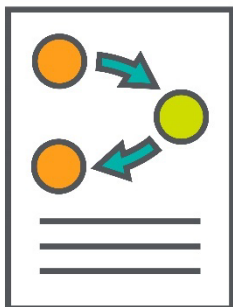

- our work to make transport more accessible

- our work with the community.

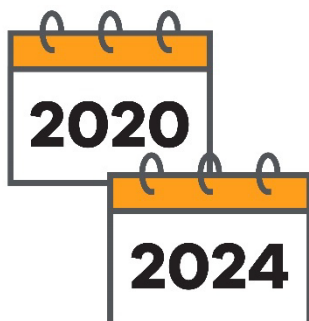We will use this information to share updates on our work every year.

What's next

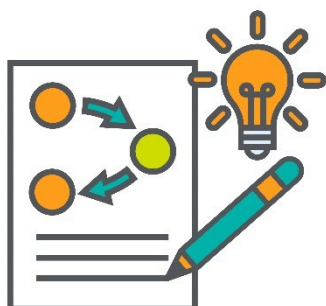We will make a plan for how to reach our goals.

We call it our Action Plan.

This plan will last for 4 years.

We already have an Action Plan from 2020 to 2024.

We will use ideas from this plan to make our new Action Plan.

Word list

This list explains what the **bold** words in this document mean.

Accessible

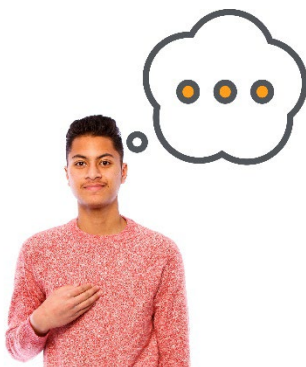When transport is accessible, it is easy to:

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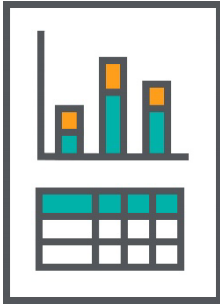
Advocate

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Attitudes

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Data

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Framework

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things to work.

Focus group

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to talk about their ideas and opinions.

Inclusive

When something is inclusive, everyone:

- can take part

- feels like they belong.

Principles

Principles are important ideas we want to always think about.
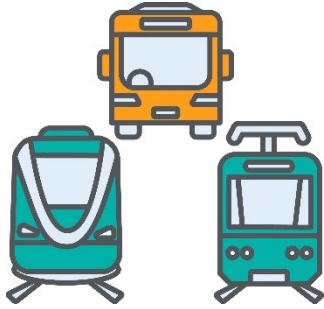
Rideshare services

A rideshare service where drivers use their own cars to drive people where they want to go.
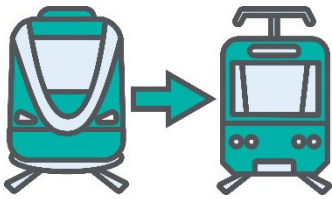
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For example, Uber or DiDi.

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Transport assets

Transport assets include:

- buses and bus stops

- trains and train stations

- trams and tram stops.

Transport interchange

A transport interchange is where you change from one type of transport to another.

Workshop

A workshop is where people talk to each other about a topic.

Contact us

You can call us.

(03) 9655 6666

You can send us an email.

community@transport.vic.gov.au

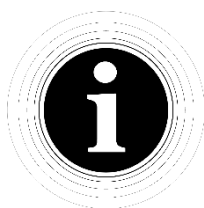You can write to us.

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Melbourne

Victoria 3000

You can visit our website.

transport.vic.gov.au

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